

<b>Notice of References Cited</b>	Application/Control No. 09/850,073		Applicant(s)/Patent Under Reexamination TODD, STEVEN	
	Examiner Rob Rhode		Art Unit 3625	Page 1 of 1

#### U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,871,214 B2	03-2005	Parsons et al.	709/206
*	B	US-5,546,455	08-1996	Joyce et al.	379/265.03
	C	US-			
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	K	US-			
	L	US-			
	M	US-			

#### FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
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#### NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"Vineyardsoft Corporation Expands Alert Messaging Technology to Include Automated Response Actions"; Business/Technology Editors; Business Wire; New York; May 16, 2000
	V	captured screen shots of Vineyardsoft.com web pages obtained via archive.org
	W	"Aspect Communications Unveils First in Series of Wireless Applications; Wireless Initiatives Extend Multichannel Contact Center Offerings for Live- Self-Service to MobileDevices, Business Editors and High Tech Writers, Business Wire; Apr 17, 2001
	X	"NEON Systems and Nortel Networks to Deliver Integrated CRM Solutions; PR Newswire; Aug. 21, 2000

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.